

Dear HOPE Trust Member,

Effective for the 2023 plan year, the HOPE Trust will process out-of-contract claims for professional fees like other out-of-contract claims (subject to member financial penalty after the deductible and not applicable to the member out-of-pocket limit), plus they will specifically reflect a reduced reimbursement rate to the Provider by default. Therefore, we felt it was pertinent to reach out to you to provide you with information to assist us in bringing your Provider into a contracted status with the HOPE Trust Health Care Plan. This will avoid reduced reimbursement rates for the provider and eliminate the application of benefit penalties to the member that result in greater out of pocket expense.

Please present this letter to your Provider as it has our contact information listed below. We look forward to the opportunity to work with your provider to bring them into a contracted status with the HOPE Trust as it is mutually beneficial for you, the member, the provider, and the Trust. Our contracting is very simple and efficient as we have eliminated unnecessary and redundant steps in the process.

Contact Sarah or Leah at your earliest convenience to begin the process!

Sarah Brockhouse, PharmD

Leah Wilson, BSN RN

Clinical Director

Director of Nursing



Office: (309) 543-6631; Toll Free: (800) 331-0546; Fax: (309) 543-6607

Email: sarah@clientsadvocate.com; leah@clientsadvocate.com